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**WORK ENVIRONMENT, WORKLOAD, PERCEIVED
ORGANIZATIONAL SUPPORT, PROACTIVE PERSONALITY
AND STRESS AMONG NURSES**



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**MASTER OF HUMAN RESOURCE MANAGEMENT
UNIVERSITI UTARA MALAYSIA
December 2018**

**WORK ENVIRONMENT, WORKLOAD, PERCEIVED
ORGANIZATIONAL SUPPORT, PROACTIVE PERSONALITY AND
STRESS AMONG NURSES**



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**By
SYAZWINA BINTI ISANUDDIN**

**Thesis Submitted to
School of Business Management,
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In Partial of the Requirement for the Master in
Human Resource Management**



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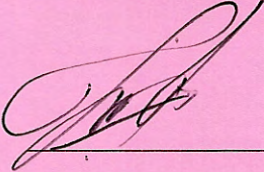
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ABSTRACT

The main objective of the study is to investigate the impact of work environment, workload, perceived organizational support, and proactive personality on stress among nurses. A total of 315 nurses participated in the study. The findings of this study reported that there was a significant and positive relationship between work environment and stress. However, the relationship between other independent variables and stress was not substantiated. Discussions explained the research findings. Besides that, this study also presents the theoretical and practical implications, research limitations, directions for future research, and conclusion.

Keywords: work environment, workload, perceived organizational support, proactive personality, stress.



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ABSTRAK

Objektif utama kajian ini adalah untuk mengenalpasti kesan persekitaran kerja, beban kerja, pandangan terhadap sokongan organisasi dan personaliti proaktif terhadap tekanan kerja dalam kalangan jururawat. Sejumlah 315 orang jururawat terlibat dalam kajian ini. Hasil dapatan kajian mendapati persekitaran kerja mempunyai kesan yang signifikan dan positif terhadap tekanan kerja manakala pandangan terhadap sokongan organisasi beban tugas dan personaliti proaktif didapati tidak mempunyai hubungan yang signifikan dengan tekanan kerja dalam kalangan jururawat. Perbincangan kajian menjelaskan tentang dapatan kajian. Selain itu, kajian ini juga mengemukakan implikasi teoretikal dan praktikal, limitasi kajian, cadangan kajian di masa akan datang, serta kesimpulan kajian.

Kata kunci : persekitaran kerja, beban kerja, pandangan terhadap sokongan organisasi personaliti proaktif, tekanan kerja



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Last but not least, I would like to thank my beloved parents, fiancée and my friends who have supported me throughout the entire process, both by keeping me harmonious and helping me putting pieces together. I will be grateful forever for your love.

Thank you



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CHAPTER ONE INTRODUCTION

1.1 Introduction

This chapter explains the background of study, problem statement, research objective research question, scope of study, and its significant of the study. Following that, this chapter also highlights the scope and also the organization of chapter in this study.

1.2 Background of Study

Stress is one of the major health hazards in the modern world. It triggers anywhere, at any moment, to anybody. It is natural for every human, in order to assess their strength and wisdom. Moreover, it is not a new issue in the working world. It is one of the popular topics being discussed and studied in the twenty-first century. Besides that, stress is a situation where people tend to focus on the negative feelings and emotions that it produces. This means, that the hit of pressure will affect an individual's mind and henceforth, the person will react physically in accordance with the situation and the level of stress. Stress sometimes occurs when a person suddenly feel that everything seems to have become too much and overloading, hence he or she, wonders whether he or she can cope with such pressure (Rahim 1998). It was acknowledged that daily stressors in life cannot be avoided, but these can result into major changes in life. People respond to stress automatically, mostly out of habit to thousands of events in their lives. Thus, stress is a state of mind undergoing huge pressure which is caused by conflicting outer and inner self factors, and these were experienced by all human beings, irrespective of age and gender (Redwan, 2009).

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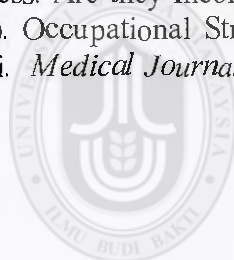
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APPENDICES

Demographic Profile

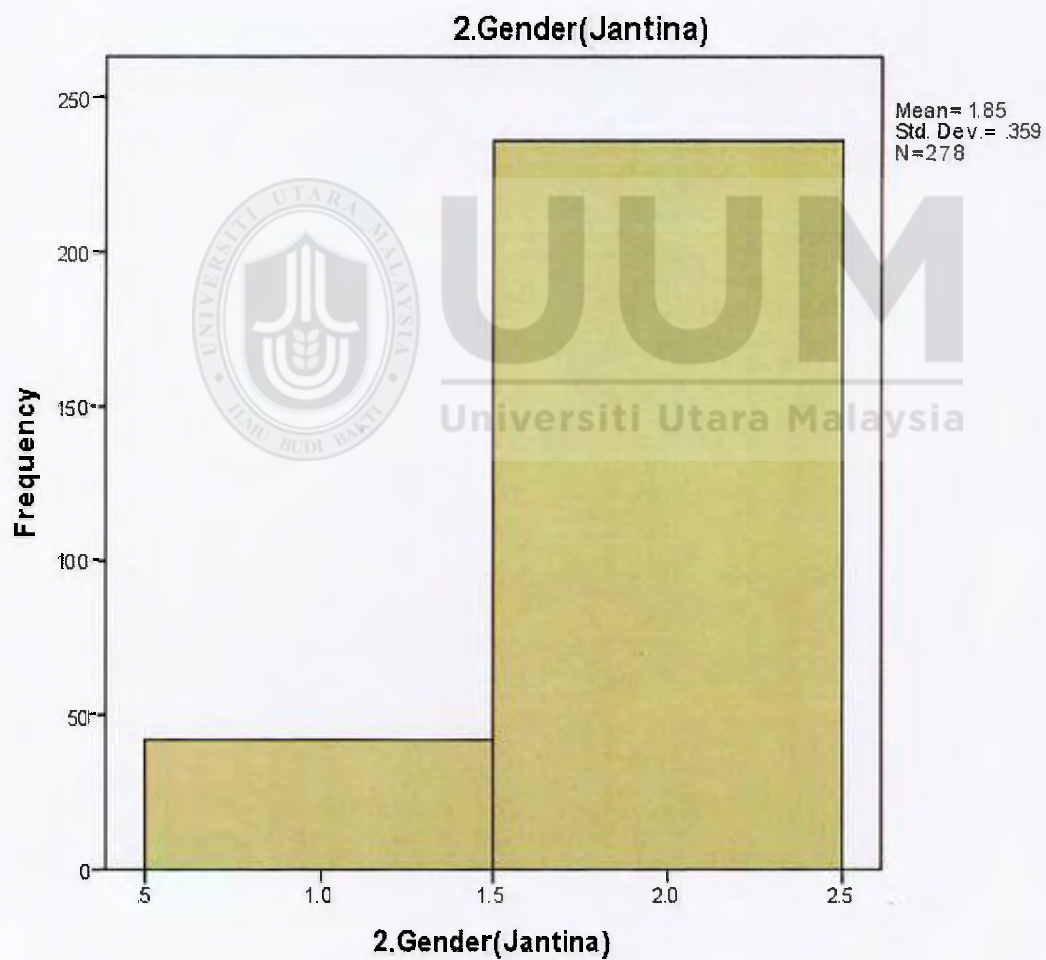
1. Age (Umur)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	27	9.7	9.7	9.7
2	122	43.9	43.9	53.6
3	79	28.4	28.4	82.0
4	50	18.0	18.0	100.0
Total	278	100.0	100.0	



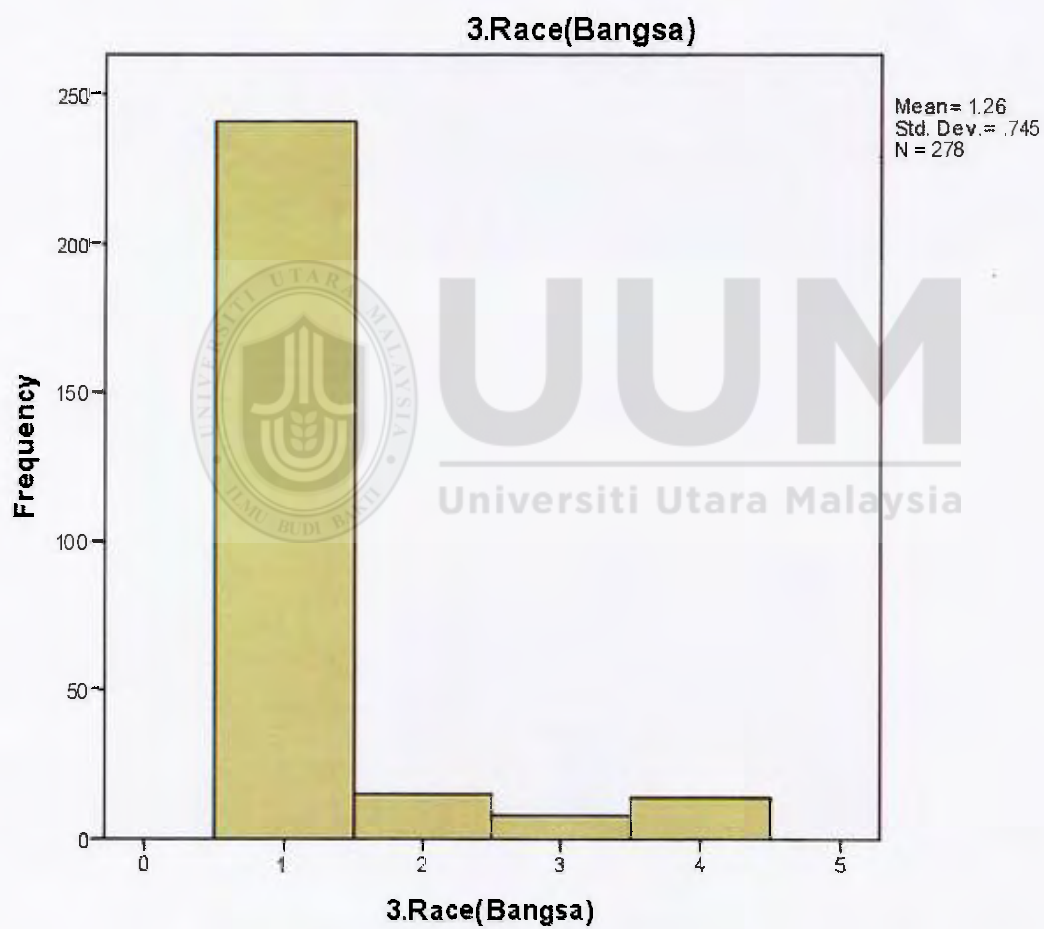
2. Gender (Jantina)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	42	15.1	15.1	15.1
2	236	84.9	84.9	100.0
Total	278	100.0	100.0	



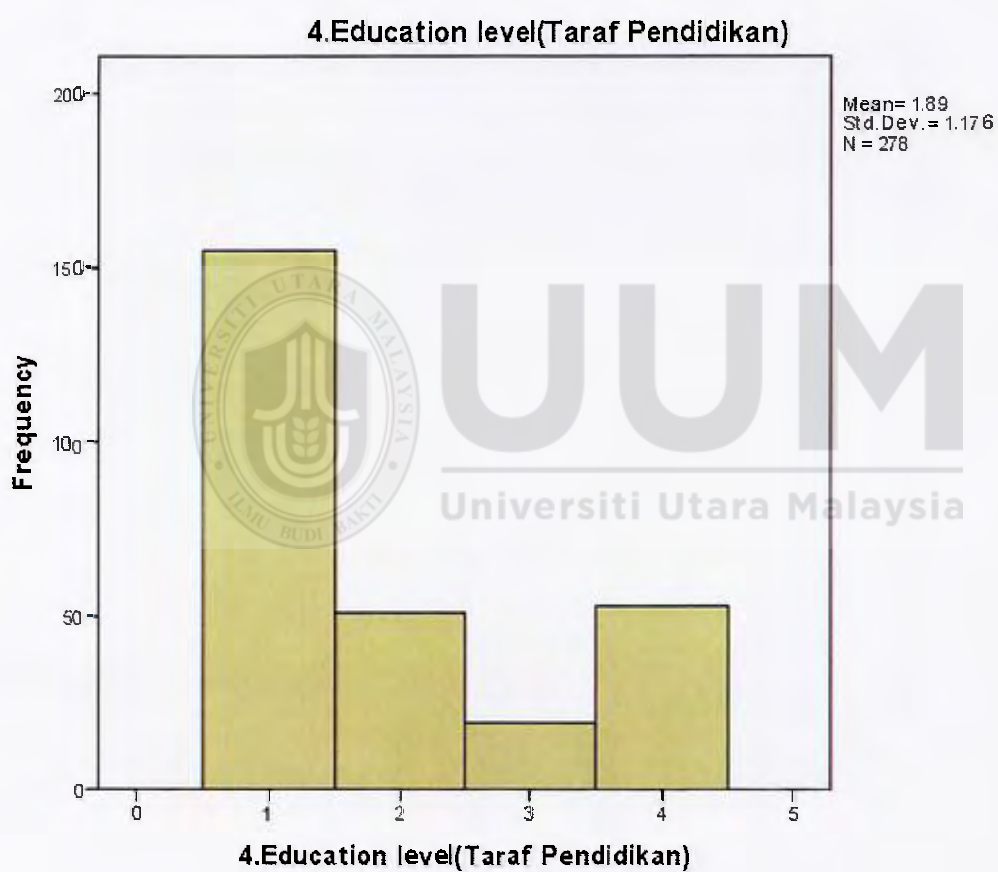
3. Race(Bangsa)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	241	86.7	86.7	86.7
	2	15	5.4	5.4	92.1
	3	8	2.9	2.9	95.0
	4	14	5.0	5.0	100.0
	Total	278	100.0	100.0	



4. Education level (Taraf Pendidikan)

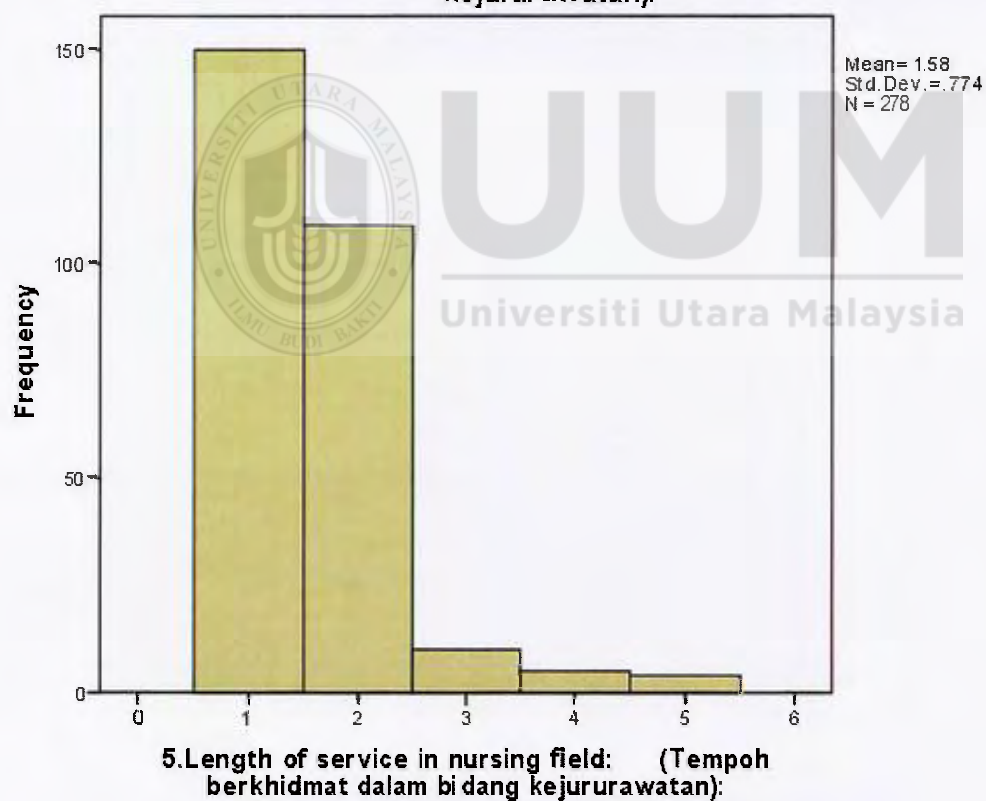
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	155	55.8	55.8	55.8
2	51	18.3	18.3	74.1
3	19	6.8	6.8	80.9
4	53	19.1	19.1	100.0
Total	278	100.0	100.0	



5. Length of service in nursing field
(Tempoh berkhidmat dalam bidang kejururawatan):

		Percent	Valid Percent	Cumulative Percent
Valid	1	54.0	54.0	54.0
	2	39.2	39.2	93.2
	3	3.6	3.6	96.8
	4	1.8	1.8	98.6
	5	1.4	1.4	100.0
	Total	100.0	100.0	

5.Length of service in nursing field: (Tempoh berkhidmat dalam bidang kejururawatan):



Descriptive Statistics

	N	Mean	Standard Deviation
DV_STRESS	278	2.88	.50154
IV_WORK_ENVIRONMENT	278	2.8992	.47647
IV_WORKLOAD	278	3.5976	.66927
IV_PERCEIVED	278	3.1523	.62441
IV_PROACTIVE	278		
Valid N (Listwise)		3.7176	.51260

Correlation Analysis

		DV_STRESS	IV_WORK_ENVIRONMENT	IV_WORKLOAD	IV_PERCEIVED	IV_PROACTIVE
DV_STRESS	Pearson Correlation	1	.307**	.240**	-.246**	-.190**
	Sig. (1-tailed)		.000	.000	.000	.001
	N	278	278	278	278	278
IV_WORK_ENVIRONMENT	Pearson Correlation	.307**	1	.480**	-.382**	-.197**
	Sig. (1-tailed)	.000		.000	.000	.000
	N	278	278	278	278	278
IV_WORKLOAD	Pearson Correlation	.240**	.480**	1	-.553**	-.164**
	Sig. (1-tailed)	.000	.000		.000	.003
	N	278	278	278	278	278
IV_PERCEIVED	Pearson Correlation	-.246**	-.382**	-.553**	1	.303**
	Sig. (1-tailed)	.000	.000	.000		.000
	N	278	278	278	278	278
IV_PROACTIVE	Pearson Correlation	-.190**	-.197**	-.164**	.303**	1
	Sig. (1-tailed)	.001	.000	.003	.000	
	N	278	278	278	278	278

** Correlation is significant at the 0.01 level (1-tailed).

Regression Analysis

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.355 ^a	.126	.113	.47225

a. Predictors: (Constant), IV_PROACTIVE, IV_WORKLOAD, IV_WORK_ENVIRONEMT, IV_PERCEIVED

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	8.792	4	2.198	9.856	.000 ^b
	Residual	60.884	273	.223		
	Total	69.676	277			

a. Dependent Variable: DV_STRESS

b. Predictors: (Constant), IV_PROACTIVE, IV_WORKLOAD, IV_WORK_ENVIRONEMT, IV_PERCEIVED

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.666	.398		6.697	.000
IV_WORK_ENVIRONEMT	.229	.069	.218	3.319	.001
IV_WORKLOAD	.050	.054	.066	.913	.362
IV_PERCEIVED	-.075	.057	-.093	-1.319	.188
IV_PROACTIVE	-.106	.058	-.108	-1.810	.071

a. Dependent Variable: DV_STRESS



Dear Respondent

A STUDY ON WORK BEHAVIOUR AMONG NURSES IN PUBLIC HOSPITAL IN MALAYSIA

I am student in the Master of Human Resource Management program, who is currently conducting a study on the work behavior among nurses in public hospitals in Malaysia. Therefore, I would appreciate if you could answer all of the questions in the survey as the information you provide will influence the accuracy and success of this research. It will take less than 15 minute to complete the questionnaire.

Since you are among the best person who can give me the insight about this study, I hope that you will provide me with the information by completing this questionnaire. Please note that responses gathered will be treated with the strictest confidence and will be used for academic purposes only.

I sincerely thank you in advance for your help, support and cooperation in this study. If you have any queries or would like further information about this study, you may forward them to me at the contact details below:

Thank you for your time and cooperation in answering this questionnaire.

Your sincerely,

Syazwina Binti Isanuddin
School of Business Management
College of Business
06010 Sintok Kedah
Tel: 0175022214
Email: ursa_major143@yahoo.com



Kepada Responden,

KAJIAN MENGENAI TINGKAH LAKU KAKITANGAN JURURAWAT HOSPITAL AWAM DI MALAYSIA

Saya adalah pelajar program Sarjana Pengurusan Sumber Manusia yang sedang menjalankan kajian mengenai gelagat kakitangan jururawat di hospital awam di Malaysia. Oleh itu, saya sangat menghargai jika tuan/ puan dapat menjawab semua soalan dalam borang soal selidik ini kerana maklumat yang diberi akan dapat mempengaruhi ketepatan dan kejayaan soalan ini. Masa yang diambil untuk menjawab soalselidik ini adalah kurang dari 15 minit.

Oleh kerana anda adalah antara orang terbaik yang boleh memberi saya gambaran mengenai kajian ini, saya berharap anda akan dapat memberikan maklumat dengan melengkapkan soal selidik ini. Sila maklum bahawa maklumat yang diperolehi adalah sulit dan hanya digunakan untuk tujuan akademik sahaja.

Saya sangat berterima kasih atas bantuan, sokongan dan kerjasama anda dalam kajian ini. Sekiranya anda mempunyai sebarang pertanyaan atau ingin maklumat lanjut mengenai kajian ini, sila hubungi saya melalui maklumat seperti yang tertera di bawah :

Terima kasih di atas masa yang diuangkan dan kerjasama yang diberi dalam menjawab soal selidik ini.

Yang benar,

Syazwina Binti Isanuddin
Pusat Pengajian Pengurusan Perniagaan
Kolej Perniagaan
06010 Sintok Kedah
Tel: 0175022214
Email : ursa_major143@yahoo.com

SECTION A: Background of Information.

BAHAGIAN A: (Maklumat Responden.)

Please complete the following information. Your answers will be kept strictly confidential and will be used for research purposes. Thank you.

(Tuan/Puan/Encik/Cik dikehendaki mengisi pada ruang yang disediakan. Segala Kerjasama amatlah diharapkan. Terima Kasih.)

1. Age

(Umur)

☐

Below 25 years

(di bawah umur 25 tahun)

☐

25 years to 30

(25 Tahun -30 Tahun)

☐

31 years to 35 years

(31 Tahun- 35 Tahun)

☐

36 years and above

(36 Tahun dan ke atas)

2. Gender

(Jantina)

☐

Male

(Lelaki)

☐

Female

(Perempuan)

3. Race

(Bangsa)

☐

Malay

(Melayu)

☐

Indian

(India)

☐

Chinese

(Cina)

☐

Others, please state: _____

(Lain-lain, nyatakan): _____

4. Education level

(Taraf Pendidikan)

☐

Bachelor Degree

(Ijazah Pertama)

☐

Master Degree

(Ijazah Sarjana)

☐

Diploma

(Diploma)

☐

Others, please state: _____

(Lain-lain nyatakan): _____

5. Length of service in nursing field:

(Tempoh berkhidmat dalam bidang kejururawatan):

☐

<less than 5 years/ tahun

(kurang daripada 5 tahun)

☐

5 – 10 years / tahun

☐

more than 20 years

(lebih daripada 20 tahun)

☐

11- 15 years/ tahun

☐

15- 20 years/ tahun

SECTION B:

BAHAGIANB:

STRESS

INSTRUCTION: Referring to yourself at workplace, please indicate the level of agreement to the following statements by circling the appropriate number in the scale given.

STRESS

ARAHAN: Merujuk kepada diri anda di tempat kerja, sila nyatakan tahap persetujuan anda kepada pernyataan-pernyataan di bawah dengan membulatkan nombor yang paling sesuai dalam skala yang diberi.

Strongly disagree (Sangat Tidak Setuju)	Disagree (Tidak setuju)	Moderate (Sederhana)	Agree (Setuju)	Strongly Agree (Sangat setuju)
1	2	3	4	5

QUESTIONS: (SOALAN)					
1. I found myself getting upset by quite trivial things. (Saya mendapati diri saya berasa kecewa dengan perkara-perkara yang agak remeh).	1	2	3	4	5
2. I tended to over- react to situations. (Saya cenderung bersikap berlebihan terhadap situasi)	1	2	3	4	5
3. I found it difficult to relax. (Saya merasa sukar untuk berehat)	1	2	3	4	5
4. I found myself quite easy to getting upset. (Saya mendapati diri saya agak mudah berasa kecewa).	1	2	3	4	5
5. I felt that I was using a lot of energy. (Saya berasa saya banyak menggunakan tenaga)	1	2	3	4	5
6. I found myself getting impatient when I was delayed the job in any way. (Saya mendapati diri saya menjadi tidak sabar jika saya lambat melakukan kerja dalam apa jua cara).	1	2	3	4	5
7. I felt that I was rather touchy. (Saya berasa saya agak sensitif).	1	2	3	4	5

8. I found it hard to breathe. (Saya berasa sukar untuk bernafas).	1	2	3	4	5
9. I found that I was irritable. (Saya mendapati saya mudah berasa marah).	1	2	3	4	5
10. I found it hard to calm down after something upset me. (Saya mendapati sukar untuk berasa tenang terhadap sesuatu yang mengecewakan saya).	1	2	3	4	5
11. I was in a state of nervousness tension. (Saya berada dalam keadaan gementar dan tegang).	1	2	3	4	5
12. I found it difficult to tolerate interruption in what I was doing. (Saya merasa sukar untuk bertolak ansur dalam apa yang sedang saya lakukan).	1	2	3	4	5
13. I was intolerant of anything that kept me from getting on what I was doing. (Saya tidak bertolak ansur terhadap apa-apa perkara yang menghalang saya untuk melakukannya).	1	2	3	4	5
14. I found myself getting agitated. (Saya mendapati diri saya mudah berasa gelisah).	1	2	3	4	5

SECTION C:

BAHAGIAN C:

WORK ENVIRONMENT

INSTRUCTION: Referring to the present **working environment** in your workplace, please indicate the frequency of your dealing with following situation by circling the appropriate number in the scale given.

PERSEKITARAN KERJA

ARAHAN: Berdasarkan **persekitaran tempat kerja** anda sekarang, sila nyatakan tahap **kekerapan** anda menghadapi situasi di bawah dengan **membulatkan nombor** yang paling sesuai dalam skala yang diberi.

Never (Tidak pernah)	Rarely (Jarang)	Sometime (Kadang-kadang)	Often (Selalunya)	Very Often (Sangat Kerap)
1	2	3	4	5

QUESTIONS: (SOALAN)					
1. Meeting the Doctor's demands. (Memenuhi permintaan Doktor)	1	2	3	4	5
2. Having conflicts with coworkers. (Mempunyai konflik dengan rakan sekerja).	1	2	3	4	5
3. Adapting to each doctor's personality. (Menyesuaikan diri dengan keperibadian setiap doctor).	1	2	3	4	5
4. Having my work disturbed because of conflicts with other nursing personnel. (Tugasan kerja saya terganggu kerana konflik dengan kakitangan kejururawatan yang lain).	1	2	3	4	5
5. Meeting the demands of my supervisors. (Memenuhi tuntutan penyelia saya).	1	2	3	4	5
6. Dealing with personality problems among my colleagues. (Menghadapi masalah personaliti dengan kalangan rakan sekerja saya).	1	2	3	4	5
7. Lack of communication from administration to management. (Kurang komunikasi dari pentadbiran sehingga ke pengurusan).	1	2	3	4	5

8. Working with too many bosses. (Bekerja dengan terlalu banyak bos).	1	2	3	4	5
9. Following administration's new proposals. (Mengikuti cadangan pentadbiran kerja yang baru).	1	2	3	4	5
10. Hearing my department get blamed for something it didn't do. (Mendengar jabatan saya dipersalahkan ke atas sesuatu yang tidak dilakukannya).	1	2	3	4	5
11. Trying to handle problems with administration. (Cuba menangani masalah dengan pentadbiran).	1	2	3	4	5
12. Lack of feedback from supervisor regarding my job performance. (Kurang maklum balas daripada penyelia mengenai prestasi kerja saya).	1	2	3	4	5
13. Dealing with inconsistencies from the management of the hospital. (Pengurusan yang tidak konsisten dari pihak hospital).	1	2	3	4	5



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SECTION D:

BAHAGIAN D:

WORKLOAD

INSTRUCTION: Please indicate level that your experienced at work with regard to your present work condition by circling the appropriate number in the scale given.

BEBANAN KERJA

ARAHAN: Sila nyatakan tahap anda mengalami pemyataan- pemyataan di bawah semasa anda di tempat kerja dengan membulatkan nombor yang paling sesuai dalam skala yang diberi.

Never (Tidak pernah)	Rarely (Jarang)	Sometime (Kadang-kadang)	Often (Selalunya)	Very Often (Sangat Kerap)
1	2	3	4	5

QUESTIONS: (SOALAN)					
1. Breakdown of the computer will cause workload. (Kerosakkan komputer akan menyebabkan bebanan kerja).	1	2	3	4	5
2. Unpredictable staffing and scheduling will lead to the workload. (Pengambilan kakitangan dan penjadualan kerja yang tidak menentu akan membawa kepada bebanan kerja).	1	2	3	4	5
3. My job has a lot of responsibility. (Tugas saya mempunyai banyak tanggungjawab).	1	2	3	4	5
4. Too many non- nursing tasks, such as clerical work. (Saya memikul banyak tugas yang bukan berkaitan kejururawatan, tetapi tugas pekerjaan yang berkaitan dengan perkeranian).	1	2	3	4	5
5. Not enough time to provide emotional support to a patient. (Saya tidak cukup masa untuk memberi sokongan emosi kepada pesakit).	1	2	3	4	5
6. Not enough staff to complete all of nursing tasks. (Hospital ini tidak cukup kakitangan untuk menyelesaikan semua tugas kejururawatan).	1	2	3	4	5
7. Not enough staff to adequately cover the work units. (Hospital ini tidak cukup kakitangan untuk menampung kerja unit).	1	2	3	4	5

SECTION E:

BAHAGIAN E:

PERCEIVED ORGANIZATIONAL SUPPORT.

INSTRUCTION: The following statement refer to **perceived organizational support** in your organization. Please indicate your level of agreement by circling the appropriate number in the scale given.

PANDANGAN TERHADAP SOKONGAN ORGANISASI

ARAHAN: Pernyataan berikut merujuk kepada **pandangan terhadap sokongan oganisasi di tempat kerja anda**. Sila nyatakan tahap persetujuan anda dengan membulatkan nombor yang sesuai dalam skala yang diberikan.

Strongly Disagree (Sangat Tidak Setuju)	Disagree (Tidak setuju)	Moderate (Sederhana)	Agree (Setuju)	Strongly Agree (Sangat setuju)
1	2	3	4	5

QUESTIONS: (SOALAN)					
1. The organization values my contribution to its well-being. (Organisasi ini menghargai sumbangan saya dengan baik).	1	2	3	4	5
2. The organization strongly considers my goals and values. (Organisasi ini sangat menghargai matlamat dan nilai yang ada pada diri saya.)	1	2	3	4	5
3. The organization really cares about my well-being. (Organisasi ini benar- benar mengambil berat tentang kesejahteraan saya).	1	2	3	4	5
4. The organization is willing to help me when I need a special favor. (Organisasi ini bersedia membantu saya apabila saya memerlukan bantuan khas)	1	2	3	4	5
5. The organization shows very little concern for me (Organisasi ini menunjukkan kebimbangan yang sangat sedikit terhadap diri saya).	1	2	3	4	5
6. The organization takes pride in my accomplishments at work. (Organisasi ini bangga dengan pencapaian saya di tempat kerja).	1	2	3	4	5

SECTION F:
BAHAGIANF:

PROACTIVE PERSONALITY

INSTRUCTION: Referring to the **present condition of yourself**, please indicate the level of the agreement to the following statements by circling the appropriate number in the scale given.

PERIBADI POAKTIF

ARAHAN: Berdasarkan kepada **keadaan diri anda sekarang**, sila nyatakan tahap persetujuan anda kepada pernyataan- pernyataan di bawah dengan membulatkan nombor yang paling sesuai dalam skala yang diberi.

Strongly Disagree (Sangat Tidak Setuju)	Disagree (Tidak setuju)	Moderate (Sederhana)	Agree (Setuju)	Strongly Agree (Sangat setuju)
1	2	3	4	5

QUESTIONS: (SOALAN)					
1. I am constantly on the lookout for new ways to improve my life. (Saya sentiasa mencari jalan untuk memperbaiki kehidupan saya)	1	2	3	4	5
2. Wherever I have been, I have been a powerful force for constructive change. (Di mana sahaja saya berada, saya mempunyai kuasa yang kuat untuk perubahan yang membina)	1	2	3	4	5
3. Nothing is more exciting than seeing my ideas turn into reality. (Tiada yang lebih mengujakan daripada melihat idea saya menjadi kenyataan)	1	2	3	4	5
4. If I see somethings I don't like, I fix it. (Jika saya melihat sesuatu yang saya tidak suka, saya membetulkannya).	1	2	3	4	5
5. No matter what the odds, if I believe in something I will make it happen. (Tidak kira apa kemungkinan, jika saya percaya akan sesuatu, saya akan melakukannya.).	1	2	3	4	5
6. I love being a champion for my ideas, even against other's opposition. (Saya suka menerajui idea saya, walaupun terdapat bankangan daripada pihak lain).	1	2	3	4	5
7. I excel at identifying opportunities. (Saya cemerlang dalam mengenal pasti peluang)	1	2	3	4	5

8. I am always looking for better ways to do things. (Saya sentiasa mencari kaedah untuk melakukan sesuatu dengan lebih baik).	1	2	3	4	5
9. If I believe in an idea, no obstacle will prevent me from making it happen. (Sekiranya saya percaya pada sesuatu idea, tiada halangan yang akan menghalang saya daripada berlaku).	1	2	3	4	5
10. I can spot a good opportunity long before others can. (Saya dapat mnegeal pasti peluang yang baik sebelum orang lain dapat mengenalpastinya)	1	2	3	4	5

THANK YOU FOR SPARING YOUR VALUABLE TIME TO COMPLETE THIS SURVEY.

TERIMA KASIH KERANA MELUANGKAN MASA UNTUK MELENGKAPKAN SOAL SELIDIK INI.



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